

**Logistics Information Services Slick Sheet (Text Only)**  
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**BROCHURE FRONT PAGE**

**Logistics Information Services**

As a business service activity of the Defense Logistics Agency, Logistics Information Services mission is to enhance global defense readiness through logistics information. Logistics Information Services accomplishes its mission by optimizing the effectiveness and efficiency of the Department of Defense (DoD) supply chain. We provide interoperable, integrated logistics data and enterprise IT solutions for the Military Services, DoD, Federal agencies and international partners. Services provided include the management of the Federal Catalog and Joint Certification Program.

Logistics Information Services is designated as the United States (U.S.) National Codification Bureau and represents the U.S. on the North Atlantic Treaty Organization Allied Committee 135 responsible for cataloging policy that governs the NATO Codification System.

Logistics Information Services is responsible for the operation of the DLA Customer Interaction Center (CIC). The DLA CIC is your “One Call Resolution” point of contact for all logistics issues related to DLA. The DLA CIC is staffed 24 hours a day, 7 days a week, including Government holidays. Dedicated, knowledgeable agents are standing by to provide real time answers to your real world logistics needs.

**Major Business Services:**

- National Stock Number Assignment and Maintenance
- Demilitarization Code Validations
- Joint Certification Program
- DLA Customer Interaction Center (CIC)
- Customer Relationship Management Analytics
- Customer Training
- FED LOG
- WebFLIS
- PUB LOG
- DLA Map Catalog
- Tailored Data Product Extracts

## **BROCHURE BACK PAGE**

### **360° approach to Life Cycle Logistics**

#### **CUSTOMER SUPPORT:**

##### **DLA Customer Interaction Center**

The DLA Customer Interaction Center (CIC) began servicing customers in 2009, averaging 400K+ contacts annually leveraging technology to provide world class customer service geared towards logistics and supply needs. The CIC provides solutions to the Armed Services, Federal Agencies, State and local governments, government contractors, allied foreign military and the general public. Email: [dlacontactcenter@dla.mil](mailto:dlacontactcenter@dla.mil) Web: <http://www.dla.mil/CustomerSupport.aspx>

##### **Training**

Logistics Information Services offers comprehensive training and education on several DLA products and services. Many of our courses offer classroom instruction as well as delivery by Computer Based Training (CBT), Web Based Training (WBT), Satellite/VTC Training, and Webinar. Tailored courses are developed to meet individual service or agency needs. Email: [dla.tng@dla.mil](mailto:dla.tng@dla.mil) Web: <http://www.dla.mil/HQ/InformationOperations/Offers/Services/TrainingandReference.aspx>

##### **Customer Analytics**

The Customer Relationship Management (CRM) Analytics team stands ready to provide detailed reports regarding the nature of contacts made to the DLA Customer Interaction Center (CIC). Report data is tailored to assist senior leaders, trainers and Customer Support Representatives. If you would like to request a report, feel free to reach out to us at Email: [crmanalytics@dla.mil](mailto:crmanalytics@dla.mil) Web: <http://www.dla.mil/HQ/InformationOperations/Offers/Services/CustomerOutreach.aspx>

##### **Customer Outreach**

Informing and delivering information regarding DLA Products and Services to the internal and external customer group. Utilizing Web, E-mail, and Face-to-Face engagement to represent DLA to high/mid-level, product user and private industry customers worldwide. Email: [customeroutreach@dla.mil](mailto:customeroutreach@dla.mil) Web: <http://www.dla.mil/HQ/InformationOperations/Offers/Services/CustomerOutreach.aspx>

##### **National Stock Number Cataloging**

Logistics Information Services is responsible for creating and maintaining the National Stock Numbers (NSNs) utilized by the Department of Defense, other Federal Agencies, Civilian Agencies and International Allies. Cataloging serves as the foundation of the DOD supply chain, ensuring information is provided in a way that allows supported activities to easily understand and utilize information. Email: [dlacontactcenter@dla.mil](mailto:dlacontactcenter@dla.mil) Web: <http://www.dla.mil/HQ/InformationOperations/Offers/Services/FIC.aspx>

##### **Demilitarization**

In coordination with the Military Services, Defense Agencies, and other Federal Government entities the DDCMO ensures validation of the DEMIL code for every item of supply. Email: [dlacontactcenter@dla.mil](mailto:dlacontactcenter@dla.mil) Web: <http://www.dla.mil/HQ/InformationOperations/Offers/Services/FIC.aspx>

## **Joint Certification Program**

As partners in the joint defense of North America, the U.S. and Canada have established a bilateral common structure for mutual defense. The Joint Certification Program certifies contractors of each country for access, on an equally favorable basis, to unclassified technical data disclosing militarily critical technology. Email: [dlacontactcenter@dla.mil](mailto:dlacontactcenter@dla.mil)

Web: <http://www.dla.mil/HQ/InformationOperations/Offers/Products/LogisticsApplications.aspx>

## **Federal Logistics Information System (FLIS) Process Management**

The FLIS Process Management is responsible for facilitation of the creation, maintenance, dissemination, and viewing of National Stock Number data within the FLIS Portfolio Suite of Systems. The sharing of this data amongst DLA systems (FED LOG, WebFLIS, DOD EMALL), DOD, Federal Agencies, and International Allies ensures data is available and actionable for military supply chains worldwide. Email: [dlacontactcenter@dla.mil](mailto:dlacontactcenter@dla.mil)

Web: <http://www.dla.mil/HQ/InformationOperations/Offers/Services/FIC.aspx>

## **U.S. National Codification Bureau**

U.S. NCB - A member of NATO Allied Committee/135 and the National Codification System. The U.S. representative at NATO planning/codification meetings on logistics information matters. Our Mission: To facilitate the exchange of logistics information between multinational defense forces in support of U.S. and NATO missions. Email: [ncbus@dla.mil](mailto:ncbus@dla.mil)

Web: <http://www.dla.mil/HQ/InformationOperations/Offers/Services/FIC.aspx>

## **LOGISTICS APPLICATIONS – ACQUISITIONS PRODUCTS AND SERVICES:**

### **TDP**

Email: [extracts@dla.mil](mailto:extracts@dla.mil)

Web:

<http://www.dla.mil/HQ/InformationOperations/Offers/Products/LogisticsApplications.aspx>

### **FED LOG**

Email: [dlacontactcenter@dla.mil](mailto:dlacontactcenter@dla.mil)

Web:

<http://www.dla.mil/HQ/InformationOperations/Offers/Products/LogisticsApplications.aspx>

### **DLA Map Catalog**

Email: [dlacontactcenter@dla.mil](mailto:dlacontactcenter@dla.mil)

Web:

<http://www.dla.mil/HQ/InformationOperations/Offers/Products/LogisticsApplications.aspx>

### **PUBLOG**

Email: [dlacontactcenter@dla.mil](mailto:dlacontactcenter@dla.mil)

Web:

<http://www.dla.mil/HQ/InformationOperations/Offers/Products/LogisticsApplications.aspx>

### **DOD EMALL**

Email: [dlacontactcenter@dla.mil](mailto:dlacontactcenter@dla.mil)

Web: <https://dod.emall.dla.mil/acct/>

### **WebFLIS**

Email: [dlacontactcenter@dla.mil](mailto:dlacontactcenter@dla.mil)

Web:

<http://www.dla.mil/HQ/InformationOperations/Offers/Products/LogisticsApplications.aspx>

**Visit us at:**

<http://www.dla.mil/HQ/InformationOperations/LogisticsInformationServices.aspx>